



WEBINAR: GETTING VALUE FROM MANAGEMENT REVIEW

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LLB Hons

7th DECEMBER 2021



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KEY INFO

- 45 minute webinar
- Questions in the chat box
- Q&A at the end
- Recording of webinar circulated shortly

YOUR PRESENTER



Judith Hargreaves

ISO 9001, ISO 14001, ISO 45001,
PAS43, SSIP, NHSS 17

NQA Regional Assessor



Judith is a lead assessor for ISO 9001, 14001, 45001, PAS43 and NHSS schemes, and leads assessments for some of NQA's largest clients. It is the responsibility of the assessor to ensure compliance to the Standards are evidenced and work with clients to ensure they are getting the most value out of the Standard they are certified to. Judith's industry experience and personal achievements across a variety of sectors sets her in a perfect position to support NQA clients with added value services such as webinars, blogs and videos.

Practical implementation...

- Inputs *required* ISO 9001, ISO 14001, and ISO 45001
- Interpreting requirements for real business need
- Who should attend and frequency
- Engagement with attendees
- Planning and measuring outputs to add value

THE PURPOSE





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EXAMPLE

Discuss	Comments	Action
Previous actions	None	
Internal and external issues	No change	
Interested parties	No change	
Objectives and policy	Achieved, no change	
Non-conformities	None identified	
Audits	Completed no problems	
Legal compliance	No legislation changes	



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INPUTS REQUIRED

ISO 9001	ISO 14001	ISO 45001
The status of actions from previous management reviews;	The status of actions from previous management reviews;	The status of actions from previous management reviews;
Changes in external and internal issues that are relevant to the quality management system	Changes in: 1) External and internal issues that are relevant to the environmental management system; 2) The needs and expectations of interested parties, including compliance obligations; 3) Its significant environmental aspects; 4) Risks and opportunities;	Changes in external and internal issues that are relevant to the OH&S management system, including: 1) The needs and expectations of interested parties; 2) Legal requirements and other requirements; 3) 3) Risks and opportunities

INPUTS

ISO 9001	ISO 14001	ISO 45001
<p><u>Information</u> on the performance and effectiveness of the quality management system, including trends in:</p> <ol style="list-style-type: none"> 1) Customer satisfaction and feedback from relevant interested parties; 2) The extent to which quality objectives have been met; 3) Process performance and conformity of products and services; 4) Nonconformities and corrective actions; 5) Monitoring and measurement results; 6) Audit results; 7) The performance of external providers; 	<p>The extent to which environmental objectives have been achieved</p>	<p>The extent to which the OH&S policy and the OH&S objectives have been met</p>

INPUTS

ISO 9001	ISO 14001	ISO 45001
The adequacy of resources;	<u>Information</u> on the organization's environmental performance, including trends in: <ol style="list-style-type: none"> 1) Nonconformities and corrective actions; 2) Monitoring and measurement results; 3) Fulfilment of its compliance obligations; 4) Audit results; 	<u>Information</u> on the OH&S performance, including trends in: <ol style="list-style-type: none"> 1) Incidents, nonconformities, corrective actions and continual improvement; 2) Monitoring and measurement results; 3) Results of evaluation of compliance with legal requirements and other requirements; 4) Audit results; 5) Consultation and participation of workers; 6) Risks and opportunities;
The effectiveness of actions taken to address risks and opportunities	Adequacy of resources;	Adequacy of resources for maintaining an effective OH&S management system
Opportunities for improvement	Relevant communication(s) from interested parties, including complaints	Relevant communication(s) with interested parties
	Opportunities for continual improvement	Opportunities for continual improvement.

INTERPRETATION AND TAKEAWAY

The Standards are providing objectives which you must evaluate and provides a logical route for you to follow, however you are not limited to these prompts

It is an opportunity to get together and focus on *what is the business doing*, how are we doing it, *what do we want to do* and how to improve whilst maintaining compliance

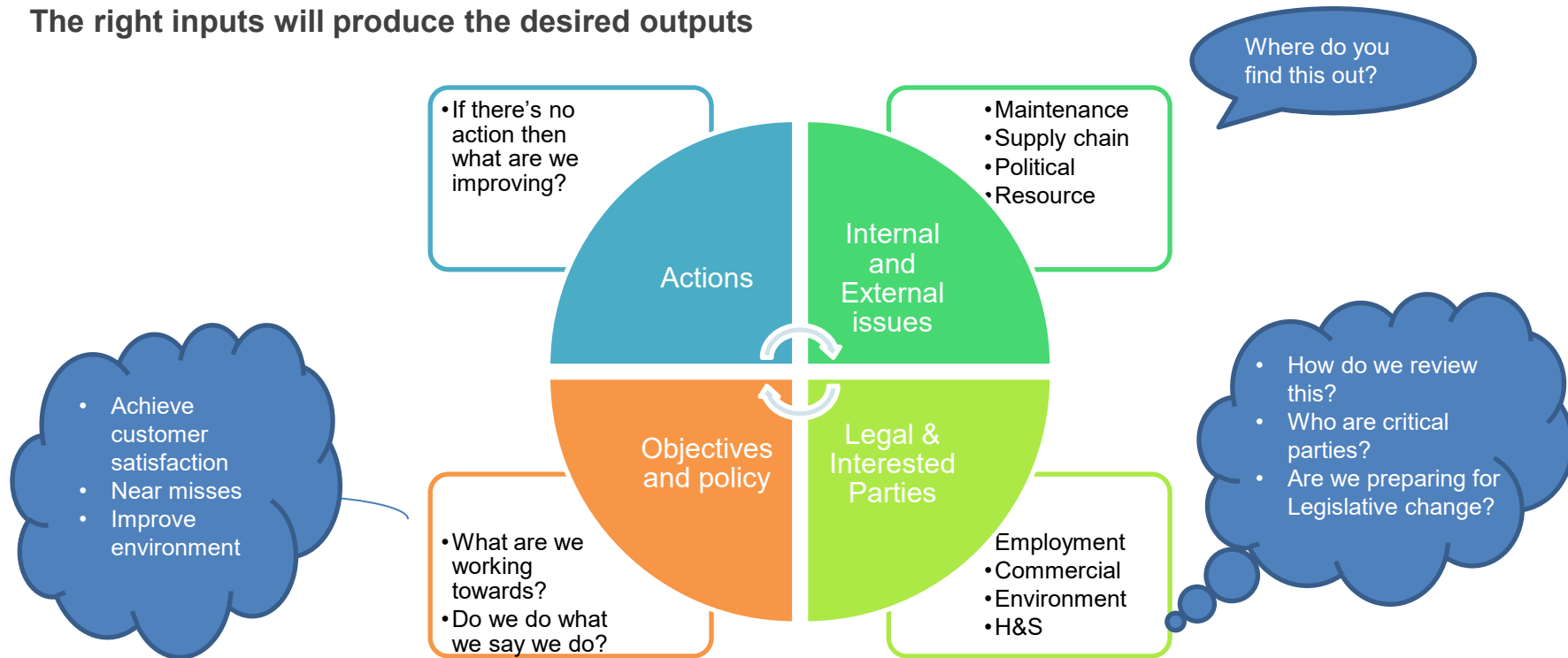
The Standards require Planned Intervals it is common to plan for once a year, how do we know then what we are achieving during the 12 months?

Resource may be an issue... how do we justify so many people out of the business to discuss what we likely discuss daily?

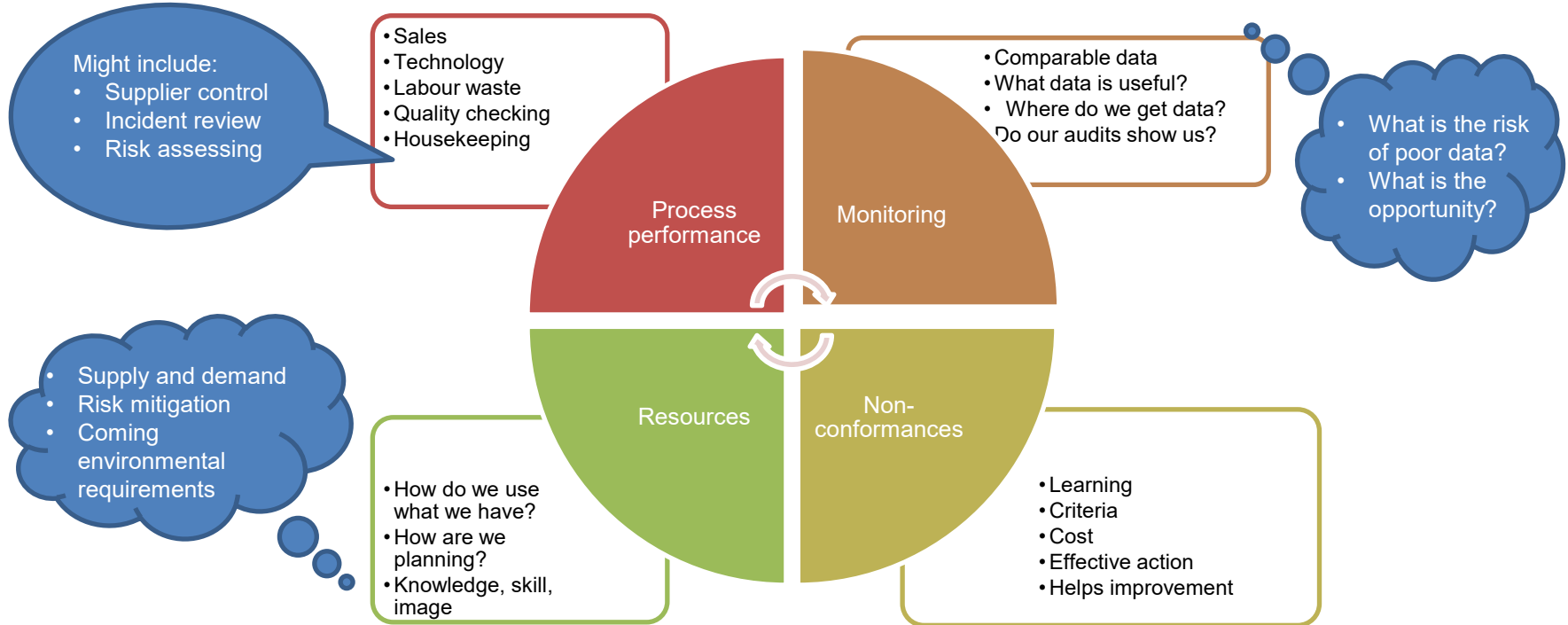
Let's put it into practice!

INTERPRETATION AND TAKEAWAY

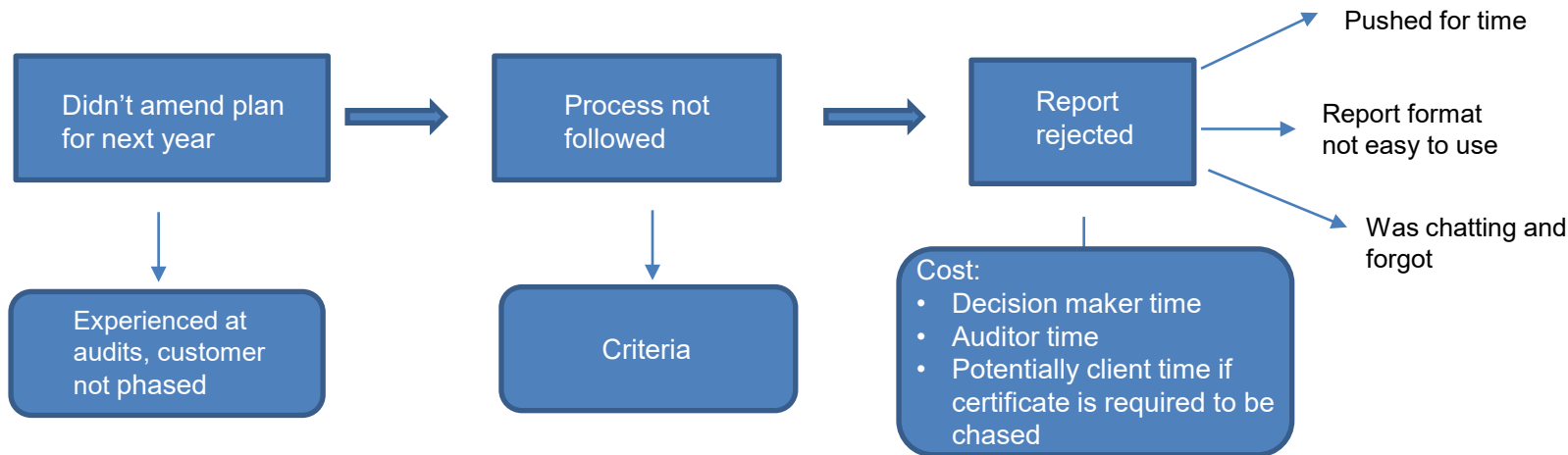
The right inputs will produce the desired outputs



INTERPRETATION AND TAKEAWAY



EXAMPLE



Learning: Slow down and review time management and customer experience

Effective action: Ask for reasonable time alone to ensure the report is complete and correct

Helps improvement: Reduces cost, stress and happy client

WHO SHOULD ATTEND AND FREQUENCY

Ideally everyone should have an input at each review, resources however would be tight so let's try this.....

Porter's generic Value Chain Model



EXAMPLE

A questionnaire to be completed by all departments with encouraged input by all and led by that department lead, you might want to ask them:

- *Any H&S concerns?*
- *Any issues such as resource, suppliers, customers, training needs?*
- *Are there any processes we could make easier?*
- *Is there anything you would like us to do to improve the environment?*
- *Any positive customer feedback we don't know about?*

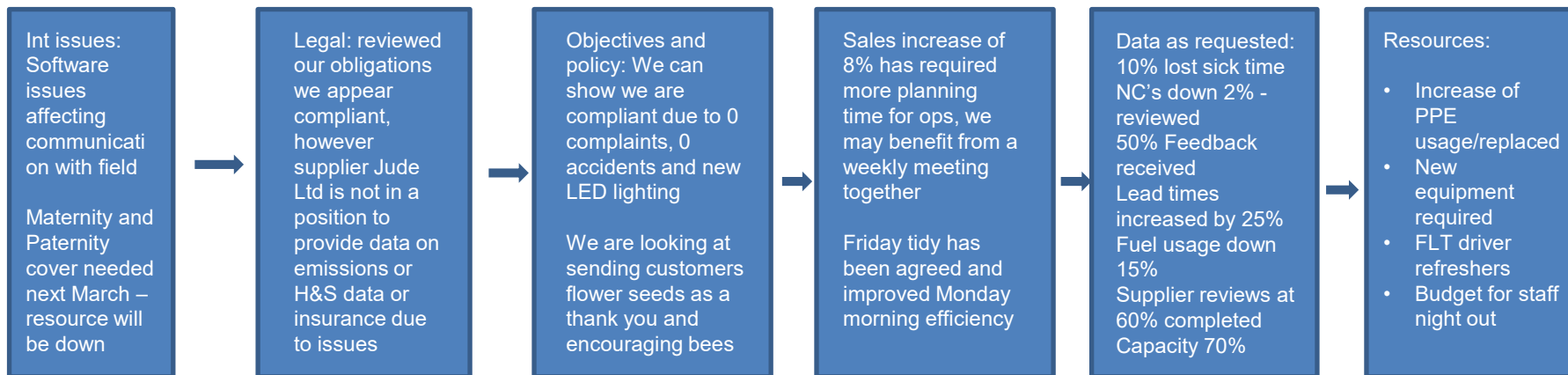
Department leads may collate the same including:

- Data of performance
- Near misses and incidents
- Significant points from meetings
- Any data you require!

EXAMPLE

You might ask for a brief overview prior to the meeting so you have time to digest the main points and think about what you want to know. It might be a list or something like this, and ask your lead to present on the day.

Operations:





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FINALLY.....

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engagement provide
snacks!**

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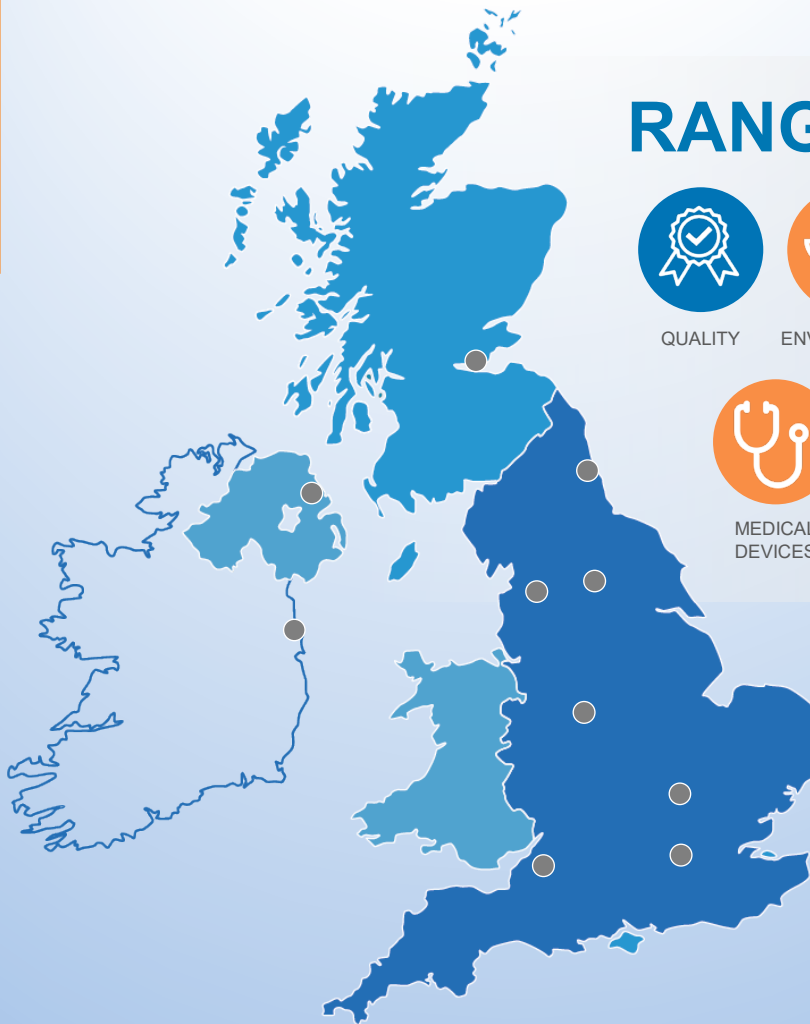
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Q&A

THANK YOU

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